## IN THE CLAIMS:

**Please cancel claims 21 and 22 without prejudice or disclaimer.**

**Please amend claims 1, 3-4, 7-10, and 12-20 as follows:**

1.      (*Twice amended*) An integrated inbound and outbound voice service system comprising:

a first system for generating markup documents personalized for subscribers of at least one voice service;

a call server comprising:

a storage device for storing the markup documents;

a call builder operative to initiate an outbound voice-enabled communication using one or more of the markup documents; and,

a call receiver operative to accept an inbound voice-enabled communication;

wherein the call server accesses one or more of the markup documents for dynamically interacting with one or more subscribers of the at least one voice service during either outbound or inbound voice-enabled communications.

3.     (*Once Amended*)  The voice service system of claim 1 wherein the call server further

comprises:

a parser operative to extract text from the markup documents; and,

a text-to-speech engine for converting the extracted text into speech.

4.     (*Once Amended*)  The system of claim 1 wherein the call server further comprises a

search module operative to search markup documents stored in the storage device.

7.     (*Once Amended*)  The system of claim 1 wherein the markup documents comprise TML

documents.

8.     (*Once Amended*)  The system of claim 1 wherein the markup documents comprise active

voice pages.

9.     (*Once Amended*)  The system of claim 1 wherein the markup documents comprise

information accessed from an on-line analytical processing system.

10.     (*Twice Amended*) A method for providing integrated inbound and outbound voice

services comprising the steps of:

generating markup documents personalized for subscribers of at least one voice service;

storing the markup documents;

initializing outbound voice-enabled communications using one or more of the markup

documents;

accepting inbound voice-enabled communications; and,

accessing one or more of the markup documents for dynamically interacting with one or

more subscribers of the at least one voice service during either outbound or inbound voice-

enabled communications.

12.     (*Once Amended*)  The method of claim 10 wherein the step of accessing for dynamic

interaction comprises:

extracting text from the markup documents; and,

converting the extracted text into speech.

13.     (*Once Amended*)  The method of claim 10 further comprising the step of searching the

markup documents stored in the storage device for inbound voice-enabled communications.

14.     (*Once Amended*)  The method of claim 13 wherein the step of searching comprises

generating SQL statements to search for particular markup documents.

15. (*Once Amended*)  The method of claim 10 wherein the step of storing comprises storing

markup documents in a relational database.

16. (*Once Amended*)  The method of claim 10 wherein the markup documents comprise

TML documents.

17. (*Once Amended*)  The method of claim 10 wherein the markup documents comprise

active voice pages.

18. (*Once Amended*)  The method of claim 10 wherein the markup documents comprise

information accessed form an on-line processing system.

19. (*Once Amended*) An integrated inbound and outbound voice service system comprising:

means for enabling at least one subscriber to subscribe to at least one voice service that can output information;

means for generating a personalized markup document for the at least one subscriber, the personalized markup document comprising preferences for the content and presentation of the service output information;

means for initiating an outbound voice-enabled communication with the at least one subscriber to deliver service output information, wherein the service output information is presented from the personalized markup document;

means for accepting an inbound voice-enabled communication from the at least one subscriber to access service output information, wherein the service output information is presented from the personalized markup document; and

means for enabling the at least one subscriber, during either outbound or inbound voice-enabled communications, to provide input in response to service output information received.

20.     (*Once Amended*)  A method for providing integrated inbound and outbound voice

services, the method comprising the steps of:

enabling at least one subscriber to subscribe to at least one voice service that can output

information;

generating a personalized markup document for the at least one subscriber, the

personalized markup document comprising preferences for the content and presentation of the

service output information;

initiating an outbound voice-enabled communication with the at least one subscriber to

deliver service output information, wherein the service output information is presented from the

personalized markup document;

accepting an inbound voice-enabled communication from the at least one subscriber to

access service output information, wherein the service output information is presented from the

personalized markup document; and

enabling the at least one subscriber, during either outbound or inbound voice-enabled

communications, to provide input in response to service output information received.